

Updated information March 17, 2020

Dear Customer,

We strive to maintain the best possible operational plan in the challenging situation we are in. In order to ensure capacity and serve all our customers in the best possible way, we take continuous necessary measures.

As a result of this and the extraordinary additional costs this incurs to us, **DSV Road** has decided to introduce a temporary COVID-19 additional fee. This applies as of March 18, 2020.

## ROAD

### International traffic

When it comes to international traffic, we now see that restrictions and increased border control, create delays on the goods. Similarly, the capacity of personnel and material is considerably limited. In addition, we see major challenges in relation to the ferry traffic.

The following ferry lines has stopped regular traffic:

- Stena Line between Oslo – Fredrikshavn
- DFDS Seaways between Oslo – Copenhagen
- Color Line between Oslo – Kiel (Color Fantasy and Color Magic)
- Color Line between Kristiansand – Hirtshals
- Fjordline between Bergen – Hirtshals (Stavanger – Hirtshals 2 times pr. week)

Fjordline has added extra capacity between Kristiansand and Hirtshals.

Our delivery options are limited due to stopped ferry traffic, which means more expensive solutions with longer driving, as well as increased ferry prices.

### Price increase, import and export

#### Temporary COVID-19 additional fee

	Jylland	Sjælland	Europe
<b>Postal code Norway</b>			
0000-3999 (Oslo)	9%	25%	6%
4000-5999 (Westcoast)	18%	25%	12% (ex UK, SE, FI and East-Europe 6%)
6000-9999 (North)	9%	20%	6%

### **Domestic traffic**

In Domestic traffic, we handle challenges around staffing at the terminal and extra capacity on linehaul and distribution. We put all our energy into ensuring that freight forwarding will continue as normal, from all local terminals and from our main terminal at Langhus.

The challenges we have in terms of staffing capacity and additional costs from our subcontractors, result in a temporary increase in prices.

**Temporary COVID-19 additional fee, Domestic traffic: 9%**

**Temporary COVID-19 additional fee, Thermo: 9%**

### **AIR**

Multiple countries have introduced travel bans to restrict the spread of COVID-19. Based on the situation, all airlines have either cancelled or reduced the number of passenger flight departures to a minimum. This has resulted in a reduction of 50% of the total air cargo capacity.

More restrictions and reductions in aircraft capacity are expected. Currently, the markets are open, but air freight options are very limited on all traffic. Rate increases and longer lead times must be expected.

### **SEA**

China's westbound traffic to Europe is reopening. Due to the many cancelled departures from Asia, reduced capacity is reported in Europe over the next four weeks. At present, capacity to/from European ports is not a challenge.

In conclusion, we want to assure you that DSV's Executive Crisis Committee continues to monitor the situation closely. Our own emergency group in Norway will ensure that our customers and organizations receive the necessary information, and that necessary measures are implemented as needed.

We would like to emphasize that as it now appears, we are able to maintain and ensure as normal operation as possible. The situation in Norway and globally is changing daily, and necessary changes will be made at short notice. We would also like to encourage our customers to have a close dialogue with their suppliers and recipients in order to secure the possibilities for pickup and delivery of goods.

If any questions, please contact our local DSV-representative and/or see our latest updates at <https://www.no.dsv.com/>.

Best Regards

DSV Road AS